



**Jared Golden**  
Congress of the United States  
2nd District of Maine

September 13, 2023

Mr. Louis DeJoy  
Postmaster General  
United States Postal Service  
75 L'Enfant Plaza SW  
Washington, D.C. 20260-1000

Dear Postmaster General DeJoy:

I am writing to share concerns that I have heard from my constituents in the Town of Etna, Maine, about the closing of their postal facility. I want to better understand why a resolution to this issue has taken so long, what the United States Postal Service (USPS) is doing to address this and other issues, and what steps the USPS will take to prevent similar situations from occurring in the future.

Since 2021, the Etna Postal facility has been closed, creating life-threatening circumstances. Many of the constituents of Maine's 2nd Congressional District live in rural communities far from pharmacies, meaning to get access to critical life-saving medicines, they rely on the USPS and its facilities to access their mail-order prescriptions. This closure has created extreme hardships for constituents, requiring them to travel out of town to other facilities to access these critical medicines.

In 2021, structural issues were identified in the Etna Facility – these deficiencies required the facility to be closed until the issues could be repaired. The owner/lessor made these repairs to USPS specifications, finishing it and turning it over to the USPS for operations in September 2022. The USPS never communicated with the Lessor about any apparent issues, and the building appeared ready to occupy. Since September 2022, the USPS has paid rent but has not restored operations or opened the facility to the public.

In June 2023, Etna constituents contacted my office to inform us of this situation. My staff immediately contacted our local USPS Congressional contact, who passed them on to USPS's leasing department and finally to a senior government Relations Representative. Throughout June, July, and August, this Sr. Relations Representative could not provide me or my staff with any updates despite numerous requests. We received an update only when the inquiry was elevated to the Regional Director and the Vice President of Government Relations and Public Policy. This situation frustrated my constituents, myself, and my staff. Even more frustrating is the response we received, *"Operations officials will not inspect the facility until next week, and only then will work begin to acquire and install the equipment."*

This situation in Etna is not an isolated problem; in October of 2022, I brought to your attention a similar problem with the closure of the West Paris, Maine, facility. At that point, when I wrote that letter, the facility had been closed for more than a year, and as of writing this letter, the facility remains closed, quickly approaching two years. That is why I request your prompt response to the following questions:

- When will the Etna Facility fully be operational and open to my constituents?
- When will West Paris fully be functional and available to my constituents?
- Why couldn't your Government Relations Representative inform my staff about this process?
- Why did the USPS pay rent on an unoccupied facility for nearly a year before inspecting the repairs? An earlier inspection would have allowed for equipment to be installed sooner, with less impact on constituents.
- How can you improve the current congressional inquiry process? As I have previously written, we require real answers to actual questions within a reasonable time frame (days rather than weeks or months), *as we receive with every other federal agency*.
- What can the USPS do to improve the leasing process?
- When locations are closed, how can the USPS better communicate with constituents about expected timelines for re-opening?

Thank you for promptly considering our request for additional information and solutions to this critical and urgent issue.

Sincerely,



Jared F. Golden  
Member of Congress